

TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

BHR 4302: INDUSTRIAL AND EMPLOYEE RELATIONS

EXAM 2 - April 2016

SECTION A –COMPULSORY QUESTION

1 a) Employee relations are a term used to describe the regulation of management – employee relationship. It encompasses a variety of such relationships arising from collective bargaining between management and workers representatives. Explain Parties involved in employee relations. (10 Marks)

Marks)

b) Industrial relations are the term used to describe the relationship between an employer and his employees and the degree to which conflict or peace may exist within an industry and its workers. Discuss steps in the settlement of disputes. (10 Marks)

c) Discuss Five paths of Creating employee Relations. (10 Marks)

SECTION B – ANSWER ANY TWO QUESTIONS

2 a) Discuss major functions of a Trade Union. (10 Marks)

b) Explain job design approaches which improve work motivation in an organization of your choice. (10 Marks)

3a) Under what conditions might layoffs be advantageous to and employer? (10 Marks)

b) Explain role of supervisors in employee separation. (10 Marks)

4 a) Discuss features of an effective disciplinary procedures. (10 Marks)

b) Collective bargaining means a written agreement concerning any terms and conditions of employment made between a trade union and an employer, group of employers or organization of employers. In view of this highlight what is the role of management. (10 Marks)

5a) Discuss the concept of employee voice strategy in modern organizations. (10 Marks)

b) It has been stated that human resources in a n organization are the most important asset in the modern organizations. Discuss to what extent does the organization obtain competitive advantage through its human capital? (10 Marks)

Marks)